

# JOB OPPORTUNITY/EXAMINATION BULLETIN

OFFICE OF LEGISLATIVE COUNSEL  
LEGISLATIVE DATA CENTER



## BUSINESS ANALYST

INFORMATION TECHNOLOGY SPECIALIST I, RANGE B (5LC54)  
(EQUIVALENT TO: ASSISTANT INFORMATION SYSTEMS ANALYST)

JOB LOCATION: **SACRAMENTO, CALIFORNIA**  
FINAL FILING DATE: **FEBRUARY 5, 2016**

SALARY: **\$3,353 - \$4,195**

### Our Agency

The Office of Legislative Counsel (OLC) is a small civil service department whose mission is to provide legal services and information technology support services to the State Legislature. The Legislative Data Center (LDC), as one of three branches of the OLC, is a customer service organization, delivering Information technology solutions to the California State Legislature. The LDC is dedicated to building and developing individual and collective expertise through business knowledge and teamwork. The LDC is committed to continuous learning and improving individual skills as technology changes.

The State of California provides excellent health benefits and retirement options, sick leave and vacation accrual, and paid state holidays. This position is located in the heart of downtown Sacramento. OLC employees are excluded from collective bargaining and, therefore, receive enhanced benefits and do not contribute fair share.

### Your Role

The candidate will be part of a team that provides customer service and technical support for the California State Legislature and legislative support offices. The candidate will perform tasks as a business analyst and customer service advocate supporting office automation products, web-based technologies, networking and data communications, email, operating systems, and Legislative Information Systems. The candidate will perform as a member of project and support teams to implement and support office automation systems used by the Legislature.

### Your Expertise

- Support legislative applications and business processes used within the California State Legislature
- Perform daily production workload support for mission-critical constituent communications for Legislative Members
- Analyze, troubleshoot, and resolve Member offices' desktop computing problems, analyze and document information technology problems and facilitate the resolution by working collaboratively with other LDC Information Technology (IT) Specialists
- Perform quality assurance tests for changes and/or enhancements for software used by Legislative Member offices
- Strong analytical and problem-solving skills

### Your Responsibilities

- Manage constituent communication programs for Legislative Member offices and coordinating with the Senate and Assembly Rules Committees, Reprographics and United States Postal Service
- Coordinate work requests with the Assembly and Senate Rules Committee staff and consultants to ensure accuracy of database maintenance and the timely processing of work requests
- Work overtime when required to meet workload demands
- Work cooperatively with team, peers, and management and to adhere to professional business attire due to direct customer contact
- Professional and personable demeanor, with excellent communication skills
- Maintain professional internal/external relationships that meet the organization's core values
- Support of postal mailing requirements and work as a postal mail piece design analyst
- Support postal mailing equipment and postal supplies

### Minimum Qualifications

A minimum of six (6) months of experience providing assistance and support on desktop and office automation products, personal computers, and printers. Ability to provide assistance and support for office automation products to include, but not limited to: Microsoft Windows 7.0, Microsoft Office Suite 2002 - 2007 and Microsoft 2010 (Outlook, Word, Excel, PowerPoint), and Internet browsers. Demonstrated high-level skills in customer service and support practices in a customer service environment. Ability to work cooperatively in a close team setting and in a customer service organization. Ability to

establish and maintain cooperative working relationships with others including customers, team members, peers, managers, and executive staff. Ability to analyze data and situations, reason logically and creatively, draw valid conclusions, develop effective solutions, and use a variety of analytical techniques to resolve problems. Ability to use troubleshooting and problem analysis and resolution techniques. Ability to effectively organize work assignments and priorities, define objectives, and use good time management techniques. Ability to take the initiative as a self-starter. Ability to execute, follow-through, and deliver high-quality work products that are completed within strict timelines and meet customers' expectations. Well-developed communication skills, both oral and written. Ability to lift materials weighing up to twenty five pounds.

## Desirable Qualifications

Knowledge of constituent communication management applications and processes. Experience working with the Legislative Constituent Management System (LCMS) to process constituent correspondence as requested by Senate and Assembly members. Knowledge of the legislative process. Knowledge of new information technology industry trends and their potential impact on proposed automated customer solutions. Knowledge of the hardware and software used by the LDC in support of postal mailings, postal requirements, and postal supplies. Ability to analyze data, situations, request processing reports and error logs to identify and solve problems at any point in a multi-step process involving all hardware and software used in support of requests for services provided by Member Offices Division. Ability to work independently, follow oral and written instructions and communicate effectively, verbally, and in writing. Ability to work as a team member with specialists assigned to support Assembly and Senate constituent management applications, and prepare procedures and technical documentation. Ability to type 40 or more words per minute.

### WHO MAY APPLY

**Applicants need not be a current or former State employee nor be on a State exam list to apply, but need to meet the Minimum Qualifications listed above. It is your responsibility to make sure that you meet the minimum qualifications listed in this bulletin. Your signature on your application indicates that you have read, understood, and possess the minimum qualifications required.** This selection process consists of a state examination and job interview as a combination. Under the OLC's position-specific selection program, candidates do not have to be on a State list in order to apply. OLC may use this selection process for up to one year to fill other vacancies, where job-related knowledge, skills, abilities and behaviors are the same or substantially similar to this advertised position. Applications will be screened and interviews scheduled for those candidates possessing the best qualifications and experience. Subject to SROA/Surplus.

### HOW TO APPLY

Submit a standard state application and resume which demonstrates that you meet the Minimum Qualifications in the bulletin to the Office of Legislative Counsel Human Resources Office, Attn: K. Zanzi, 925 L Street, Suite 900, Sacramento, CA 95814. Applications must be received in the Human Resources Office by 5:00 p.m., Friday, February 5, 2016, or be postmarked by this date. **You must include on your application the alpha-numeric process indicator number 5LC54 after the position title on your application.** **Applications that do not contain the process indicator number will not be processed.** Please note on your application how you heard about this position. Technical questions regarding the position may be directed to Julio Cota at (916) 341-8896. Questions regarding the application process may be directed to Human Resources Office at (916) 341-8330.

**SELECTION INFORMATION:** The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

It is an objective of the State of California to achieve a drug-free workplace. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

**OTHER RELATED INFORMATION:** The Office of Legislative Counsel reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

Applications are available at local offices of the Employment Development Department and the Office of Legislative Counsel Human Resources Office. The application form (STD. 678) is also available in several formats on the website at: <http://jobs.ca.gov/Profile/StateApplication>.

**THIS IS A COMPETITIVE PROCESS.** If you meet the minimum qualifications stated on this bulletin, you may file for this position. Possession of the qualifications does not guarantee inclusion in the selection process. Your performance in the selection process will be compared with the performance of all others who participate in this process, and does not guarantee an appointment to the position.

**INTERVIEW SCOPE:** If an interview is conducted, in addition to the minimum and desirable qualifications described on this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of experience. Evaluation of a candidate's personal development will include consideration of a recognition of training needs; plans for self-development; and the progress made in efforts toward self-development.